



California Office of Digital Innovation

Duty Statement

☐ Current ☒ Proposed

Classification Career Executive Assignment (CEA) Level B	Office/Department Office of Digital innovation
Working Title UX Design & Research Management Lead	Unit/Section CallInnovate
Position Number 374-100-7500-007	Effective Date
Name Vacant	Date Prepared 4/5/2022

General Statement

Under the administrative direction of the Deputy Director, Service Innovation, the UX Design & Research Management Lead is responsible for leading and establishing ODI's user experience (UX) research and design discipline. The incumbent will establish the overall research & design strategy and vision for design excellence for ODI UX, visual and content teams, clients and projects. The incumbent will manage a team of cross functional designers and researchers, serving as UX subject matter expert, setting design standards and working constantly to guide and develop our designers to drive innovation and deliver solutions in support of ODI's mission. The incumbent will be responsible for the planning, development, and implementation of digital service products, and policies associated with and directly related to digital service delivery, adoption, maintenance and capacity building. The incumbent plays a significant role in the decision making and development of priorities, policies, and practices pertaining to projects, strategic planning, resource management and program delivery.

Essential Functions

%	Description
40%	<ul style="list-style-type: none">Establishes and stewards the overall vision and strategies to achieve UX design and research excellence, including the principles, practices and standards applied across ODI teams, products, projects and client engagementsIdentifies systems level change and opportunities for statewide policy changes on how government delivers services online;

	<ul style="list-style-type: none"> • Delivers ongoing recommendations to improve service design and user experience on websites, communications materials and systems informed by usability research with users and analysis of quantitative data; • Analyzes and scopes the technical and policy requirements needed to implement complex digital solutions and knows when it requires collaboration with other entities like CDT; • Support and scale ODI's UX design and research delivery function and improve competencies of other state teams through playbooks, approaches, communities of practice and other training channels • Advises the Chief Deputy Director and Director in the formulation of state technology, research and customer experience policy • Functions in a consultative role with the Chief Deputy Director relative to state and office initiatives, policies, and standards in support of ODI's goals and objectives • Advises the Chief Deputy Director and Director regarding major issues confronting the Office
35%	<ul style="list-style-type: none"> • Oversees managerial activities by providing inclusive leadership to direct reports and matrixed staff members, encourages team building, and facilitates cross training, creating a positive working environment; • Directs, leads, trains, develops and assigns tasks/projects to team members; • Establishes individual performance expectations, leads performance management activities, including continuous feedback to team members, completes annual individual development plans and completes timely probationary reports for civil servants; • Reviews contract performance for contract staff as guided by ODI's administrative staff; • Updates duty statements and contract SOWs, as needed
10%	<ul style="list-style-type: none"> • Consults directly with clients as a principal UX designer to influence project planning, research, service delivery and interaction architecture • Drives UX research activities, derives insights, generates concepts, communicates those concepts, and works with the agile development teams to plan and execute solutions • Generates UX deliverables such as user research and analysis, customer journey maps and user flows, sitemaps and wireframes, developer ready designs and prototypes, and client workshops
10%	<ul style="list-style-type: none"> • Collaborates with ODI's Directorate on strategy & business development, developing and implementing a high-level strategy for ODI project engagement; • Demonstrates thought leadership and contributing best practices in UX design and research;

	<ul style="list-style-type: none"> ● Assesses the state of digital services provided by the State government and works to align strategies and practice; ● Contribute to a talent strategy that includes recruiting innovators and entrepreneurs to participate in solving complex challenges; ● Confer with key government/private officials and top experts in the field; ● Help execute programs, policies and platforms that support digital innovation.
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Marginal Functions

5%	Apply principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting and project management and perform other staff assignments as appropriate and required
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Supervision Received

The UX Design & Research Management Lead will report to the Deputy Director, Service Innovation (Exempt).

Supervision Exercised

The UX Design & Research Management Lead oversees the UX Research & Design discipline. The incumbent will directly supervise Content Strategists (Exempt), Designers (Exempt), and Researchers (RDS II / III).

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee's workstation is located in Sacramento, CA, and is equipped with standard or ergonomic office equipment, as appropriate. Based on departmental or operational needs, work can be performed remotely. The employee can work full-time from anywhere within California. Occasional travel may be required to attend offsite meetings, conferences, and training classes. May sit for an extended period using a keyboard and video display terminal. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined ODI's sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. *(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date